

COUNTY OF SAN DIEGO – DEPARTMENT OF PURCHASING AND CONTRACTING
CONTRACT NO. 513447 AMENDMENT NO. 08

**AMENDMENT TO THE INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS SERVICE AGREEMENT
BETWEEN COUNTY OF SAN DIEGO AND NORTHROP GRUMMAN**

This document (Amendment 08) amends the Information Technology and Telecommunications Service Agreement, signed and effective on January 24, 2006, (the "Agreement") between the County of San Diego (the "County") and Northrop Grumman Information Technology, Inc. ("Contractor"). Pursuant to the contract changes clause, you are directed to make the changes described herein to the Contract or do the following described work not included in the previous agreed on Statement of Work.

Description of Contract Change(s) and/or Work To Be Done:

WHEREAS, the Parties have agreed to the addition of **Printer Resource Units**. This addition will provide for the provision, maintenance and refresh of network attached printers deployed throughout the County. THEREFORE, in accordance with Section 24.7 of the Agreement (Amendments; Waivers), the Parties hereby agree to amend the Agreement as follows:

- A. **Schedule 4.3 Operational Services**, is amended to add Section 4.9 Network Printer Services, as described in Attachment 1 to PRR-008 and is incorporated into the contract by this amendment.
- B. **Schedule 16.1 -Exhibit 16.1-1 Summary by Resource Units** is amended to add new resource units for printers, as described in Attachment 2 to PRR-008 and is incorporated into the contract by this amendment.

All other Terms and Conditions remain in effect.

IN WITNESS WHEREOF, the County and Contractor have caused this Amendment to be executed and delivered by their respective, duly authorized representatives.

We, the undersigned Contractor, have given careful consideration to the change proposed and hereby agree, if this proposed change is approved, that we will provide all equipment, furnish all materials, except as may otherwise be noted above, and perform all services necessary for the work specified herein.

NORTHROP GRUMMAN INFORMATION TECHNOLOGY INC.,:

By: [Signature]

Date: 4/27/2007

**THIS AMENDMENT IS NOT VALID UNLESS APPROVED BY
THE DIRECTOR, DEPARTMENT OF PURCHASING AND
CONTRACTING.**

Department Review and Recommended Approval:

By: [Signature]

Chief Information Officer for Michael Moore

Date: 4/27/06

APPROVED:

By: [Signature]
WINSTON F. McCOLL, Director
Department of Purchasing and Contracting

Date: 4-11-07



Problem Resolution Report

NORTHROP GRUMMAN

NG/CoSD-008 Printer Resource Units

Date: April 11, 2007

Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement dated January 24, 2006 ("the Agreement") by and between the County of San Diego ("County") and Northrop Grumman Information Technology, Inc. ("Northrop Grumman" or "Contractor") (hereinafter collectively referred to as "the Parties") agreement is reached on the date shown above.

Issue or Problem:

The Parties wish to provide for the addition of Printer Resource Units to the scope of the Agreement in order to provide for the provision, maintenance and refresh of network attached printers deployed throughout the County.

Resolution:

The Statement of Work of the Agreement is supplemented by the addition of subsection 4.9 (attached) to Schedule 4.3. This new subsection addresses providing installation of a network data jack and a network print queue for County purchased multi-function or specialized printer devices and the following proposed Contractor supplied standard network printers:

1. Monochrome Network Workgroup Printer
2. Color Network Workgroup Printer
3. Color Network Group Printer – Low Volume

This new subsection defines the general requirements for network printers and sets forth a detailed list of tasks for this new class of resource units.

Resource Unit Pricing tables along with a Decomposition of the pricing are attached to this PRR.

The target date for implementation of the requirements for network printers is 30 days plus the days necessary for a first of the month implementation. Such implementation will consist of the NG Team finalizing the mapping of installed printers into the appropriate resource unit and the County designating certain County employees as Key Operators for each of the Network Printers currently deployed at the County (see the attached inventory listing).

Since the data underlying establishment of this new class of resource units is limited, mainly as to historical data regarding print volumes, the County and Northrop Grumman agree to review the proposed new class of resource units and associated pricing at the first anniversary of the acceptance of this PRR to determine whether any changes are required or justified regarding the classes of network printers and the associated pricing established by this PRR.

The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is



Problem Resolution Report

NORTHROP GRUMMAN

NG/CoSD-008

Printer Resource Units

implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

IN WITNESS WHEREOF, THE Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

COUNTY OF SAN DIEGO

By: Dorothy R. Gardner
Name: Dorothy R. Gardner
Title: Contracting officer
Date: 4-11-07

NORTHROP GRUMMAN INFORMATION TECHNOLOGY, INC.

By: [Signature]
Name: RANDOLPH PABST
Title: DIR, CONTRACTS
Date: 4/27/2007

Resource Unit	Schedule 4.3 Cross-Reference/Service Framework Component **	Unit of Measure	Pricing	Decomposition (Specific cost detail)	Resource Unit Fee (90% to 110% band)	Baseline Volumes (per Contract Year)	Resource Unit Fee (Baseline Volume)	Bundled Resource Unit	Resource Unit Fee (70% to 80% band)	Resource Unit Fee (80% to 90% band)	Resource Unit Fee (110% to 120% band)	Resource Unit Fee (120% to 130% band)	Methodology (Specific measurement on last day of month or cumulative use during month)	Depreciation Time Period (in Years)
Monochrome Network Workgroup Printer	Desktop Services--Section 4	Month	monthly fee per unit	Hardware, Refresh Labor, ODC, Consumables (excluding paper)	\$ 134.62	1289	173,527	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Color Network Workgroup Printer	Desktop Services--Section 4	Month	monthly fee per unit	Hardware, Refresh Labor, ODC, Consumables (excluding paper)	\$ 400.08	118	47,210	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Color Network Workgroup Printer - Low Volume	Desktop Services--Section 4	Month	monthly fee per unit	Maintenance, IMAR, Refresh Hardware, Refresh Labor, ODC, Consumables (excluding paper)	\$ 171.89	100	17,189	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Exhibit 16.1-2 Decompositor. Printer Resource Unit

Resource Unit	Schedule 4.3 Cross-reference/Service Framework Component	Unit of Measure	Pricing	Decomposition (specific cost detail breakdown)	Resource Unit Fee	Component Fee	Description
Monochrome Network Workgroup Printer (MNWP)	Desktop services	MNWP	Fixed monthly fee per unit	Maintenance	\$ 134.62		
				IMAR		\$ 49.86	Existing break-Fix MASTL applies
				Refresh Hardware		\$ -	Install & Remove included in Refresh; Move, Add included in PC, laptop resource units
				Refresh Labor, ODC		\$ 22.00	
				Consumables (excluding paper)		\$ 4.80	
Color Network Workgroup Printer (CNWP)	Desktop services	CNWP	Fixed monthly fee per unit	Maintenance	\$ 400.08		Install MASTL applies to consumables not proactively ordered
				IMAR		\$ 56.55	Existing break-Fix MASTL applies
				Refresh Hardware		\$ -	Install & Remove included in Refresh; Move, Add included in PC, laptop resource units
				Refresh Labor, ODC		\$ 20.66	
				Consumables (excluding paper)		\$ 4.80	
Color Network Workgroup Printer Low Volume (CNWP-LV)	Desktop services	CNWP-LV	Fixed monthly fee per unit	Maintenance	\$ 171.89		Install MASTL applies to consumables not proactively ordered
				IMAR		\$ 20.41	Existing break-Fix MASTL applies
				Refresh Hardware		\$ -	Install & Remove included in Refresh; Move, Add included in PC, laptop resource units
				Refresh Labor, ODC		\$ 23.32	
				Consumables (excluding paper)		\$ 4.80	
						\$ 123.36	Install MASTL applies to consumables not proactively ordered

4.9 Network Printer Services

4.9.1 Network Printer Services Overview

This section pertains to the Network Printer Services component within the Desktop Services Framework. The Network Printer Services component applies to all hardware and software needed to maintain and support networked Printer assets. This service will also include the network connectivity and print queue installation for County purchased multi-function or specialized printer devices. Printers not attached or connected to the County network are excluded from this service. Network Printer Services consist of the activities associated with the Plan, Build and Operate of Monochrome Network Workgroup Printers, and Color Network Workgroup Printers.

4.9.2 Printer Services High Level Requirements

4.9.2.1 Contractor shall provide standardization across the Network Printer Services component for all hardware and software.

4.9.2.2 Network Printer hardware standards will be determined yearly and updates to hardware will go into effect at the start of each Contract Year.

4.9.2.3 Contractor provided Network Printer Services assets will be subject to a 4 year refresh cycle. Each Contract Year, 1/4 of the Network Printer assets will be refreshed. The refresh will occur over the course of the Contract Year using a straight line methodology (1/4 of assets evenly refreshed over 12 months).

4.9.3 Hardware

The process to set Network Printer hardware standards will be based on recommendations made by the contractor and provided in writing to the County. Each model selected for a standard should be available from the manufacturer for the entire Contract Year.

County Network Printer assets include:

- Monochrome Network Workgroup Printer

The standard for this printer group will be a network printer providing up to legal size black and white printing for groups of up to 30 people sharing a single printer. The standard Monochrome Network Workgroup Printer will print up to 50 pages per minute and have a maximum monthly duty cycle of up to 250,000 pages. The standard printer will provide duplex printing and managed print services functionality which includes the following capabilities:

- Proactive Management — a capability consisting of configurable alerts, instant e-mail notification, supplies alerts, services alerts, and consumable gauges.
- Integrated Firmware Download — a capability that enables batch configuration upgrades to print servers and selected printers.
- Enhanced Asset Tracking - a capability that provides the ability to schedule exportable fields such as printer capabilities and page count information.

Legacy networked printer assets are to be mapped into this category as appropriate. For the remainder of the first Contract Year, the standard Monochrome Network Workgroup Printer will be the Dell 5210n. The consumables for this printer are the Dell 5210n 20,000 Page Toner Cartridge.

- Color Network Workgroup Printer

The standard for this printer group will be a network printer providing up to legal size color printing for groups of up to 30 people sharing a single printer. The standard Color Network Workgroup Printer will print up to 20 pages per minute and have a maximum monthly duty cycle of up to 60,000 pages. The standard printer will provide duplex printing and managed print services functionality which includes the following capabilities:

- Proactive Management — a capability consisting of configurable alerts, instant e-mail notification, supplies alerts, services alerts, and consumable gauges.
- Integrated Firmware Download — a capability that enables batch configuration upgrades to print servers and selected printers.
- Enhanced Asset Tracking - a capability that provides the ability to schedule exportable fields such as printer capabilities and page count information.

Legacy networked printer assets are to be mapped into this category as appropriate. For the remainder of the first Contract Year, the standard Color Network Workgroup Printer will be the Dell 3110cn. The consumables for this printer are a 8000-Page High Yield Black Toner Cartridge, and 8000-Page Cyan, Magenta and Yellow Toner Cartridges

- Color Network Workgroup Printer - Low Volume

The standard for this printer group will be a network printer providing up to legal size color printing for groups of up to 30 people sharing a single printer. This group will be used where monthly print volumes will be less than 3000 pages per month. The standard Color Network Workgroup Printer - Low Volume will

print up to 10 pages per minute and have a maximum monthly duty cycle of up to 35,000 pages. The standard printer will provide duplex printing and managed print services functionality which includes the following capabilities:

- Proactive Management — a capability consisting of configurable alerts, instant e-mail notification, supplies alerts, services alerts, and consumable gauges.
- Integrated Firmware Download — a capability that enables batch configuration upgrades to print servers and selected printers.
- Enhanced Asset Tracking - a capability that provides the ability to schedule exportable fields such as printer capabilities and page count information.

For the remainder of the first Contract Year, the standard Color Network Workgroup Printer - Low Volume will be the HP 2605dn. The consumables for this printer are a 2500-Page Black Toner Cartridge, and 2000-Page Cyan, Magenta and Yellow Toner Cartridges

County purchased multi-function or specialized printer devices

Contractor will provide network connectivity and print queue installation.

4.9.4 Network Printer Services Requirements, Roles and Responsibilities

The following table identifies the requirements, roles and responsibilities associated with Plan, Build and Operate services.

Printer Services: Plan, Build and Operate Requirements, Roles and Responsibilities		
Plan Requirements, Roles and Responsibilities	Contractor	County
Recommend and submit Network Printer assets hardware standards on a yearly basis	X	
Review and approve Network Printer assets hardware standards		X
Produce and submit yearly Network Printer asset refresh plan	X	
Review and approve yearly Network Printer asset refresh plan		X
Recommend and submit Network Printer Services policies and procedures	X	
Review and approve Network Printer Services policies and procedures		X
Build Requirements, Roles and Responsibilities	Contractor	County
Provide staging services for Network Printer assets at non-County locations	X	
Deploy and manage Network Printer hardware and software (e.g., printer drivers and managed print services applications)	X	
Deploy, manage, communicate and report activities related to Network Printer refresh	X	
Review and approve reports for Network Printer refresh		X
Appoint and identify a County employee to be Key Operator for each deployed Network Printer prior to transition or deployment		X
Develop and provide training related to the implementation, use and operation of Network Printers	X	
Operate Requirements, Roles and Responsibilities	Contractor	County
Provide support, including break-fix, for all Network Printer assets	X	
Provide Network Printer IMAR services	X	
Provide support for Network Printer assets refresh	X	
Proactively (excluding legacy assets without the Proactive Management capability) purchase, manage and provide Network Printer consumables (e.g., toner, ink cartridges, image transfer kit, image fuser kit), excluding paper, to County appointed Key Operator's	X	
For legacy Network Printers without the Proactive Management capability, submit requests for non-paper printer consumables (e.g., toner, ink cartridges, image transfer kit, image fuser kit)		X
Install consumables		X
Provide printer driver and managed printer services software updates	X	
Provide each Key Operator orientation on operational concepts of the new printer asset at time of deployment	X	